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# County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration  
500 West Temple Street, Room 713, Los Angeles, California 90012  
(213) 974-1101  
<http://ceo.lacounty.gov>

WILLIAM T FUJIOKA  
Chief Executive Officer

July 2, 2010

To: Supervisor Gloria Molina, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: William T Fujioka  
Chief Executive Officer 

Board of Supervisors  
GLORIA MOLINA  
First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22 OF NOVEMBER 24, 2009)

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the first quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented to date as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan (AFP), approved by your Board on November 24, 2009.

### Public Assistance Crime Enforcement Unit

In January 2010, the District Attorney's (DA) Public Assistance Crime Enforcement Taskforce was expanded to include IHSS fraud investigations. The taskforce is comprised of 15 Investigators from DPSS, the DA, and the California Department of Health Care Services (CDHCS). The team has completed all necessary training on IHSS regulations and investigation strategies specific to IHSS fraud.

Between January and May 2010, the DA's office filed 38 felony cases against 41 defendants involving IHSS fraud, which equals the total number of felony filings spanning the previous three-year period. The amount of IHSS program losses charged in these cases is over \$453,000. Several of these cases also uncovered losses in other public assistance programs, aggregating the total loss to \$550,000.

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## **IHSS Quality Assurance Reviews**

In April 2010, DPSS added an additional IHSS Quality Assurance (QA) Unit to perform expanded IHSS case reviews as outlined in the AFP. The additional staff is actively engaged in completing a State-mandated IHSS Hospital Stay Error Rate Study of over 5,000 IHSS cases.

These providers may have been overpaid by the State as a result of billing for services rendered while the IHSS consumer was hospitalized. The Unit has completed reviews on over 1,000 cases, with potential overpayments totaling over \$167,000.

The additional IHSS QA staff are also conducting desk reviews and making home visits on a random sample of IHSS DPSS employee-provider cases. This review will further ensure compliance with County policy relative to outside employment.

## **Front End Verification Review**

DPSS has successfully implemented the Front End Verification Review (FEVR) Units in each IHSS regional office. The purpose of FEVR (modeled after our Early Fraud Detection Program in the California Work Opportunity and Responsibility to Kids Program and Food Stamp Program) is to provide a more focused scrutiny, early in the application process, of IHSS consumers and providers who exhibit characteristics of potential program violation/fraud.

In collaboration with the DA and CDHCS, an Error Prone Profile has been developed as a tool for Social Workers (SWs) to determine if a referral to the FEVR Unit is appropriate. IHSS policy instructions and protocols have been developed, as well as reporting requirements to capture measurable results. Experienced SWs with expertise in IHSS assessment protocols were selected and are now assigned to these units.

## **Automated System to Track All IHSS Investigations**

DPSS is in the initial phase of developing an automated tracking system to capture outcomes of the IHSS QA reviews and fraud investigations as required by the State. A programmer has begun the process of conducting fact-finding interviews with staff involved in the various plan components.

## **Data Mining**

DPSS has begun preliminary discussions with their data mining vendor, S.A.S. Corporation, to gather processes and workflow information from IHSS SWs and

Each Supervisor  
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CDHCS investigative staff to determine if data mining would be an effective tool in predicting and preventing IHSS fraud. Should this technology prove adaptable to the unique characteristics of the IHSS program in targeting potentially fraudulent elements, tools will be designed to capture data and prototypes.

The California Department of Social Services has advised that there are no provisions in the current legislation for rolling over the IHSS Anti-Fraud Funds into Fiscal Year 2010-11. The fraud funding (\$10 million general fund) remains in the Governor's proposed budget, but both legislative budget committees have taken action to eliminate the funding. If future State funding is ultimately secured, counties will be required to submit ongoing plans.

The Los Angeles County IHSS AFP has been recognized by the State as a model for counties' strategies in this effort. A fully integrated partnership with CDHCS, DA, and DPSS fraud investigators has established a strong foundation for a vigorous fraud prevention and detection operation. We remain confident that over time, desired outcomes will be exceeded and maximum results realized.

WTF:BC:KH  
DS:JAB:cvb

c: County Counsel  
Executive Officer, Board of Supervisors  
Public Social Services  
District Attorney



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MICHAEL D. ANTONOVICH  
Fifth District

October 19, 2010

**TO:** Supervisor Gloria Molina, Chair  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

**FROM:** William T Fujioka  
Chief Executive Officer

## **QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22, AGENDA OF NOVEMBER 24, 2009)**

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the second quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented to date, as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan (AFP), approved by your Board on November 24, 2009.

The funding for the IHSS AFP for Fiscal Year (FY) 2009-10 ended June 30, 2010. The FY 2010-11 Plan was approved by your Board on August 17, 2010, and submitted to the State on August 26, 2010. Continuation of the Plan is contingent upon enactment of the final State budget and inclusion of ongoing funding. In the interim, DPSS and the District Attorney (DA) continue their anti-fraud efforts and are committed to commence work on the FY 2010-11 initiatives following budget confirmation.

### **Public Assistance Crime Enforcement Unit**

During the period of June through August 2010, the DA filed 33 felony cases against 46 defendants involving IHSS fraud. The amount of IHSS program losses charged in these cases is \$477,756. Several of these cases also included losses in other public assistance programs, aggregating the total loss to \$766,402.

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Since January 2010 when the Public Assistance Crime Enforcement Unit was first implemented in IHSS, the DA has filed 74 IHSS felony cases, charging 90 defendants with IHSS losses of \$955,404, and total public assistance fraud losses of \$1,351,274.

### **IHSS Quality Assurance/Front End Verification Reviews**

IHSS Quality Assurance (QA) staff, in partnership with the Front End Verification Review teams, completed the review of the State-mandated IHSS Hospital Stay Error Rate Study. The providers on these cases may have been overpaid by the State as a result of billing for services rendered while the IHSS consumer was hospitalized.

During this quarter, staff completed reviews of almost 3,000 claims with billed services to IHSS consumers who were hospitalized. A total of \$561,000 in overpayments was identified. Overpaid providers have either paid in full or agreed to a repayment plan totaling approximately \$264,000. The remaining 1,100 providers who have not responded to our notification are being further evaluated for potential fraud.

### **Automated System to Track All IHSS Investigations**

DPSS is in the process of conducting fact-finding interviews with staff involved in the various plan components in order to develop an automated tracking system to capture outcomes of QA reviews and fraud investigations as required by the State. The implementation of an automated IHSS tracking system for IHSS fraud investigations is targeted for completion by June 2011.

### **Data Mining**

DPSS' data mining vendor, SAS Corporation, has extensive experience applying the SAS *Fraud Framework for Government* to programs like IHSS. Based on experience with multiple clients, SAS has assisted other jurisdictions in the identification of fraud in a wide variety of personal care and medical services cases, including doctors shopping for narcotics, fraudulent dental procedures, and fraudulent Medicare claims.

SAS Corporation has submitted a proposal to DPSS to conduct a 90-day pilot project which will be configured to meet the needs of IHSS social workers and investigators. The pilot is targeted to commence this fall with a report to the Board due in January 2011.

I am confident that the fully integrated partnership between California Department of Health Care Services, the DA, and DPSS will continue to achieve maximum results. Given the milestones already realized, the benefits of these initiatives in protecting the integrity of the IHSS program and in rooting out fraud cannot be overstated.

Each Supervisor  
October 19, 2010  
Page 3

If you have any questions or require additional information, please contact David Seidenfeld at (213) 974-1457, or via email at [dseidenfeld@ceo.lacounty.gov](mailto:dseidenfeld@ceo.lacounty.gov).

WTF:BC:AJ  
DS:JAB:cvb

c: County Counsel  
Executive Office, Board of Supervisors  
District Attorney  
Public Social Services

Quarterly Fraud Report – Revised.doc



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WILLIAM T FUJIOKA  
Chief Executive Officer

February 3, 2011

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

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Second District

ZEV YAROSLAVSKY  
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Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

## QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22 AGENDA OF NOVEMBER 24, 2009)

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the third quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented to date, as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan (AFP), approved by your Board on November 24, 2009.

### Public Assistance Crime Enforcement Unit

During the period of September 2010 through November 2010, the District Attorney filed felony charges against 29 defendants. The amount of IHSS Program losses charged is \$211,058. Several of these cases also included losses in other public assistance programs, aggregating the total loss to \$766,566. Twenty-one defendants have been convicted during this period.

### IHSS Quality Assurance

During this quarter, IHSS Quality Assurance staff finalized the State mandated IHSS Hospital Stay Error Rate Study. Providers who were overpaid have either paid in full, agreed to a repayment plan or been referred for fraud investigation. As a result, 279 fraud referrals were initiated on cases with providers who did not respond to the overpayment notification letters.

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Each Supervisor  
February 3, 2011  
Page 2

In addition, the Quality Assurance Unit conducted the review for "Providers with 300 Hours Plus" during the 2010 fourth quarter. This review included 251 desk reviews and 230 home visits. The focus of this review was to ensure that providers who were working 300 hours or more provided the services according to the number of authorized hours as indicated on the provider work schedule. As a result of this review, 14 referrals were made to the Front End Verification Review Unit for further follow-up due to discrepancies and inconsistent information found in the cases.

### **Automated System to Track All IHSS Investigations**

DPSS has determined that it is more feasible to enhance its existing LEADER computer system to capture the outcomes of Quality Assurance reviews and fraud investigations as required by the State, instead of developing a new IHSS Tracking System. The targeted completion date for the enhancement is June 2011.

### **Data Mining**

The IHSS Data Mining Pilot was approved by your Board on December 14, 2010. Pilot planning commenced in late January 2011 with pilot completion targeted for April 2011.

The funding for the IHSS Anti-Fraud Plan for Fiscal Year 2010-11 was approved by the State on November 24, 2010. DPSS and the District Attorney are in the process of implementing the second year anti-fraud strategies.

If you have any questions or need further assistance, please contact me or your staff may contact Kathy House, Assistant Chief Executive Officer at (213) 974-4530, or via e-mail at [khouse@ceo.lacounty.gov](mailto:khouse@ceo.lacounty.gov).

WTF:KH:DS  
JAB:ljp

c: Executive Officer, Board of Supervisors  
County Counsel  
District Attorney  
Public Social Services



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WILLIAM T FUJIOKA  
Chief Executive Officer

June 2, 2011

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: William T Fujioka *William T Fujioka by [signature]*  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

MARK RIDLEY-THOMAS  
Second District

ZEV YAROSLAVSKY  
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Fifth District

## QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22, AGENDA OF NOVEMBER 24, 2009)

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the fourth quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented, as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan approved by your Board on November 24, 2009.

### Public Assistance Crime Enforcement Unit

During the period of December 2010 through February 2011, the District Attorney filed felony charges against 22 defendants. The amount of IHSS Program losses charged was \$60,530.59. Several of these cases also included losses in other public assistance programs aggregating the total loss to \$322,602.57. Eighteen of these defendants have been convicted during the period.

### IHSS Quality Assurance

During this quarter, IHSS Quality Assurance staff conducted a review of 99 IHSS Advance Pay cases (a total Advance Pay caseload of 199). The review focused on consumers who received advance payments prior to services being rendered by the providers. Of the 99 case reviews and subsequent 28 home visits, six cases were identified as having a potential overpayment and four cases were referred to the Front End

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Each Supervisor  
June 2, 2011  
Page 2

Verification Review unit for further evaluation of potential fraud and program integrity related issues.

### **Automated System to Track All IHSS Investigations**

DPSS is in the process of enhancing its LEADER computer system to capture the outcomes of Quality Assurance reviews and fraud investigations as required by the State. The targeted completion date for the enhancement is June 2011.

### **Data Mining**

The IHSS Data Mining Pilot was approved by your Board on December 14, 2010. The pilot kick-off meeting was held on January 26, 2011. The purpose of the pilot project is to apply advanced analytical and data mining techniques to develop models to assess potential fraud risks and identify potential cost avoidance for the County. The pilot is progressing with data validation scheduled to be completed in mid-June. The revised target date for completion of the pilot is June 2011.

### **Fraud Referrals/Outcomes**

The attached chart depicts the total number of fraud referrals and their outcomes for 2009, 2010 and January through February 2011. Since the approval of the IHSS Fraud Plan in January 2010, the number of fraud referrals has greatly exceeded the number received in the previous years.

WTF:KH:DS  
JAB:ljp

### **Attachment**

c: County Counsel  
Executive Officer, Board of Supervisors  
District Attorney  
Public Social Services

IHSS - Fourth Quarter.bm

**ATTACHMENT****FRAUD REFERRALS/OUTCOMES**

<b>FRAUD REFERRALS/OUTCOMES</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Total number of fraud referrals	362	592	117
Number of convictions	21	61	14
Amount of funds involved in the convictions	\$640,931.00	\$1,114,814.00	\$60,530.59
Amount of funds recovered	\$ 19,732.00	\$ 120,126.16	\$ 0.00
Amount of funds pending recovery	\$621,199.00	\$ 994,687.84	\$60,530.59



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WILLIAM T FUJIOKA  
Chief Executive Officer

November 8, 2011

To: Mayor Michael D. Antonovich  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: William T Fujioka  
Chief Executive Officer

Board of Supervisors  
GLORIA MOLINA  
First District

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Fifth District

## **QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22, AGENDA OF NOVEMBER 24, 2009)**

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the fifth quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented to date, as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan approved by your Board on November 24, 2009.

### **Public Assistance Crime Enforcement Unit**

During the period of March 2011 through May 2011, the District Attorney (DA) filed felony charges against 28 defendants. The amount of IHSS Program losses charged was \$123,981.10. Several of these cases also included losses in other public assistance programs, aggregating the total loss to \$327,822.08. Sixteen of these defendants were convicted during the period.

### **IHSS Quality Assurance**

During this quarter, IHSS Quality Assurance staff conducted 367 desk reviews and completed 51 home visits. The review teams also continued the reconciliation and overpayment collections on the Hospital Stay Error Rate Study cases.

## **Automated System to Track All IHSS Investigations**

Effective June 1, 2011, IHSS fraud referrals can now be tracked on the Los Angeles Eligibility Automation Determination Evaluation and Reporting System (LEADER). DPSS is in the process of expanding the tracking system to capture the outcome of audit reviews and Front End Verification Review (FEVR) fraud referrals as well.

## **Data Mining**

The Department has a current Agreement with SAS Institute, Inc. (SAS) for Child Care Data Mining. On December 14, 2010, your Board approved Amendment Number One to the Agreement with SAS to conduct a 90-day Data Mining Solutions (DMS) pilot to assess the feasibility of using DMS technology to detect and prevent fraud in the IHSS Program and to establish a platform that can be leveraged to prevent fraud in other County public assistance programs. The 90-day IHSS Pilot was conducted by SAS at no additional cost to the County. The IHSS Pilot produced a set of preliminary predictive models that were used to detect potential fraud in the IHSS Program.

Analysis of the representative sample of fraud referrals revealed the potential for a total annual cost avoidance of approximately \$7 million through fraud detection in the IHSS Program. This cost avoidance comes from the DMS system's ability to generate new fraud referrals not readily detected by existing methods and to make fraud referrals much earlier than is currently possible. A formal report on the IHSS pilot will be submitted under separate cover.

## **Fraud Referrals/Outcomes**

The attached chart depicts the total number of fraud referrals and their outcomes for 2009, 2010 and January through June 2011. Although the 2011 "Amount Repaid/Agreed to Repay" column reflects zero, these investigations remain active and collection amounts will be populated following the conclusion of the investigations. The collective anti-fraud strategies continue to yield significant outcomes as this aggressive Task Force approach of DA, the State and DPSS has demonstrated since inception.

WTF:AJ:DS  
JAB:MM:ljp

Attachment

c: Executive Office, Board of Supervisors  
County Counsel  
District Attorney  
Public Social Services



## Attachment I

<b>FRAUD REFERRALS/OUTCOMES</b>	<b>2009</b>	<b>2010</b>	<b>2011</b> (January – June)
Total number of fraud referrals	362	592	350
Number of convictions	21	61	34
Amount of funds involved in the convictions	\$640,931.00	\$1,114,814.00	\$236,779.84
Amount of funds recovered*	\$ 19,732.00	\$ 120,126.16	\$216,946.34

\*Includes funds recovered for convictions from current and prior years.

<b>FEVR/QA OUTCOMES</b>	<b>2010</b>	<b>2011</b> (January – June)
Cases reviewed	3,000	1,442
Overpayments Identified	\$561,000.00	\$321,060.00
Amount Repaid/Agreed to Repay	\$264,000.00	\$ 0.00



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Fourth District

**MICHAEL D. ANTONOVICH**  
Fifth District

March 30, 2012

To: Supervisor Zev Yaroslavsky, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: William T Fujioka  
Chief Executive Officer

A handwritten signature in black ink, appearing to read "W. T. Fujioka", is written over the printed name and title.

## **QUARTERLY REPORT ON IN-HOME SUPPORTIVE SERVICES ANTI-FRAUD PLAN (ITEM NO. 22, OF NOVEMBER 24, 2009)**

In response to your Board Motion of November 24, 2009, introduced by Supervisor Ridley-Thomas, this is the sixth quarterly report relative to In-Home Supportive Services (IHSS) anti-fraud strategies and related program integrity efforts. This report provides the highlights of the initiatives implemented to date, as outlined in the Department of Public Social Services (DPSS) IHSS Anti-Fraud Plan approved by your Board on November 24, 2009.

Due to the uncertainty of State funding for these initiatives, and other funding issues at the local level, this report was delayed and therefore includes data for a six month period from July through December 2011. Although State funding for this effort was eliminated as part of the trigger cuts for fiscal year (FY) 2011-12, DPSS received approval from the California Department of Social Services (CDSS) to extend the IHSS Anti-Fraud Plan through FY 2011-12 and to claim matching federal funding for County expenditures, retroactive to July 1, 2011. As a result, funding was reduced from \$10.4 million to \$3.1 million and the activities identified in the County's IHSS Anti-Fraud Plan were refocused. The IHSS Front End Verification Review (FEVR) units and one of two Quality Assurance (QA) units were disbanded effective November 1, 2011. A unit of DPSS fraud investigators continues to partner with the California Department of Health Care Services in the investigation of IHSS fraud and an amendment to the current Child Care Data Mining Services contract is being developed to further improve IHSS program integrity. These efforts will continue in FY 2012-13.

### **Public Assistance Crime Enforcement Unit**

During the period of July 2011 through December 2011, the DA filed felony charges against 58 defendants. The amount of IHSS Program losses charged was \$560,413. Several of these cases also included losses in other public assistance programs, aggregating the total loss to \$1,088,690. Thirty-eight of these defendants were convicted during the period. Since no additional funding was authorized for the DA, they discontinued their participation in the program effective January 1, 2012. The DA will continue to prosecute IHSS fraud cases filed with their office as part of their Central Complaint Division.

### **IHSS Quality Assurance**

Quality Assurance staff perform expanded IHSS case reviews as outlined in the Anti-Fraud Plan. During the period of July 2011 through December 2011, IHSS QA staff conducted 520 desk reviews and completed 119 home visits in support of program integrity and fraud detection. As reported in the second quarterly report, IHSS QA and FEVR staff worked in tandem in FY 2010-11 on a State-mandated Hospital Stay Error Rate Study. Some of the providers on these cases were overpaid by the State as a result of billing for services rendered while the IHSS consumer was hospitalized. DPSS requested provider repayment of the overpayments. Although the FEVR units and additional QA unit were disbanded effective November 1, 2011, the Department continued to receive overpayment collections from IHSS providers for terminated Hospital Stay Error Rate Study cases.

### **Automated System to Track All IHSS Investigations**

Although IHSS benefits are issued on the State's Case Management, Information and Payrolling System (CMIPS), IHSS Fraud referrals are being tracked on the Los Angeles Eligibility, Automated Determination, Evaluation and Reporting (LEADER) system. DPSS is in the process of expanding the tracking system to capture IHSS overpayment detail. The targeted completion date is May 2012.

### **Data Mining**

On December 1, 2011, this Office issued a Board Memo reporting on the results of the 90-day Data Mining Solution (DMS) pilot for the IHSS Program as well as DPSS' next steps to proceed with amending the current DMS Agreement to expand into the IHSS program.

Each Supervisor  
March 30, 2012  
Page 3

Currently, DPSS and the CEO Service Integration Branch are finalizing negotiations with SAS to present DMS Amendment Number Two to the Board for final approval to implement the DMS-IHSS Expansion project. The targeted date is May 2012.

### **Fraud Referrals/Outcomes**

The attached chart depicts the total number of fraud referrals and their outcomes for 2009, 2010 and 2011.

If you have any questions, or require additional information, please contact Antonia Jiménez at (213) 974-7365 or via e-mail at [ajimenez@ceo.lacounty.gov](mailto:ajimenez@ceo.lacounty.gov).

WTF:AJ  
DS:JAB:ljp

### **Attachment**

c: Executive Office, Board of Supervisors  
Acting County Counsel  
District Attorney  
Public Social Services

IHSS 6<sup>th</sup> Quarterly Report.bm-1

## Attachment I

<b>FRAUD REFERRALS/OUTCOMES</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>
Total number of fraud referrals	362	592	496
Number of convictions	21	61	72
Amount of funds involved in the convictions	\$640,931.00	\$1,114,814.00	\$733,874.36
Amount of funds recovered*	\$ 19,732.00	\$ 120,126.16	\$243,988.79

\*Includes funds recovered for convictions from current and prior years. There is no estimate on cost avoidance due to case terminations.

<b>FEVR/QA OUTCOMES</b>	<b>2010</b>	<b>2011</b>
Cases reviewed	3,000	1,962
Overpayments Identified	\$561,000.00	\$496,194.62
Amount Repaid/Agreed to Repay	\$264,000.00	\$ 2,142.04